





MiScorecard Performance Summary

Business Unit: Bureau of Professional Licensing
Executive/Director Name: Kimberly Gaedeke
Reporting Period: Aug 2015

Green >90% of target
Yellow >= 75% - 90% of target
Red <75% of target
 Date Approved: 9/24/2015

Metric ID	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
Customer/Constituent								
BPL-1	Licensing Division	Red		60.0%	36.8%	60.4%	Monthly	Calls Received / Answered within 5 Minutes
Licensing and Permits								
BPL-2	Licensing Division	Red		60.0%	40.4%	45.8%	Monthly	Licenses issued within 8 Weeks
BPL-3	Michigan Medical Marihuana Program (MMMP)	Green	=	95.0%	100.0%	100.0%	Monthly	Medical Marihuana Card Applications denied within 15 Business Days of Receipt of Application for those Ineligible (original applications).
Complaint Processing								
BPL-4	Regulatory and Compliance Division	Green		75.0%	73.3%	97.7%	Monthly	Percent of Complaints Drafted within 30 Days of Assignment
Process Improvement								
BPL-5	Regulatory and Compliance Division	Green		80.0%	82.7%	90.1%	Monthly	Health Code Investigations Completed within 0 - 90 Days
BPL-6	Regulatory and Compliance Division	Green		80.0%	97.3%	97.5%	Monthly	Health Code Investigations Completed within 91 - 120 Days
BPL-7	Regulatory and Compliance Division	Red		80.0%	29.0%	N/A	Monthly	Occupational Code Investigations completed within 0 - 90 Days
BPL-8	Regulatory and Compliance Division	Red		80.0%	35.5%	N/A	Monthly	Occupational Code Investigations Completed within 91 - 120 Days
BPL-9	Regulatory and Compliance Division	Yellow		80.0%	71.7%	N/A	Monthly	Occupational Code Inspections Completed within 30 Days